



# JOB POSTING – DATED

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**Human Resources Department** 504-2625 or [inquire@oppunlimited.org](mailto:inquire@oppunlimited.org)

Roxane Albond-Buchner, Manager of Recruitment & Community Relations

## PLEASE POST

**DATE:** September 21, 2017

**POSITION AVAILABLE:** Quality Management Specialist

**WORK LOCATION:** 2510 Niagara Falls Blvd., Niagara Falls, NY

**WORK SCHEDULE:** Monday-Friday 8:30 AM-5:00 PM (1/2 hour lunch)  
40 Hours per Week (Flexible if needed)

### QUALIFICATIONS:

**Bachelor's Degree** and two (2) years' experience working in the Human Services field. Or, **Associate's Degree** and four (4) years' experience working in the Human Service Field. OR, an **equivalent combination** of education and experience deemed appropriate for the position. Experience in completing investigations strongly preferred. Must successfully complete investigator training. Requires effective communication and writing skills to include excellent listening and interviewing skills. Must have a valid New York State driver's license and must meet the Agency's driving requirements, which includes a satisfactory driver's license record (MVR). Must have knowledge of OPWDD Regulations, including 633 and 624/625, and the ability to interpret said regulations.

### MAIN FUNCTION:

Ensure the regulatory compliance of all provision of services by investigating, documenting and resolving Quality Management (QM) concerns; performing ongoing observation and assessment of service delivery; providing instruction, feedback and support to staff/ management. Responsibilities involve a flexible schedule to include some evenings and weekends.

### SUMMARY OF DUTIES AND RESPONSIBILITIES:

1. Abide by all expectations as communicated in the Employee Handbook, established procedures, and training.
2. Investigate and resolve QM concerns, under the direction of the Vice President / Director of Quality Management, by reviewing and processing reports; collecting and analyzing information; documenting and reporting findings; working closely with Agency staff and management to develop and implement necessary corrective action; ensure complete follow-up.

### TO APPLY:

Interested applicants may submit a cover letter and resume to [inquire@oppunlimited.org](mailto:inquire@oppunlimited.org) or mail/drop off to the Human Resources Department, 2393 Niagara Falls Blvd., LPO Box 360, Niagara Falls, New York 14304-0360. Resumes will be accepted until position is filled.

*People with intellectual and other developmental disabilities across Niagara County are waiting for you...We offer competitive salaries and benefits...Take the first step and apply TODAY.*